

HKACE AWARD
SME category

TOP 10 SME
Customer Service Excellence Award 2010
十大中小型企业

The Top 10 SME Customer Service Excellence Award – Individual Award was organised to recognise individuals of SMEs with outstanding service performance. The programme was supported by the SME Development Fund of Trade and Industry Department. In addition to the award competition, the programme comprises training seminars, company visits, best practice sharing, and most of all, a mentorship programme that provides a platform for member companies of HKACE to share their experiences of excellent customer service with other SMEs.

SME Award Judging Panel

Chairman
of Judging Panel



Ms. Pauline Chan
Executive Director
Hong Kong Association
for Customer Service Excellence



Ms. Belinda Kwan
Assistant Director
General (Industries Support)
Trade and Industry Department



Dr. Kevin Lau
President
The Hong Kong Chamber of Small
and Medium Business Limited



Mr. Stanley Ng
National Executive Vice President
Junior Chamber
International Hong Kong



Mr. Joseph Wong
Chairman & Convenor
HK SME Forum



Mr. Kelvin Au
General Manager
Hong Kong and South China Region
SME Banking
Standard Chartered Bank
(Hong Kong) Limited

Individual Award

Mr. Albert Chan
VoicelT Limited



Mr. Regan Cheng
Star Management Limited
– Club Fiesta



Mr. Cheng Yiu Hang
Hip Shing Hong Group Of Companies
– Excellent Court (Jones Lang Lasalle)



Mr. Chung Tai
China Yin King Company
Limited



Mr. Quincy Chung
Magic Clean Environmental
Services Limited



Mr. Lam Wing Hang Eric
Richform Holdings Limited



Ms. Sham Chui Man
Sun Yuen Long Centre



Mr. Wong Siu Leung, Simon
Citybase Property Management Ltd –
Vianni Cove Clubhouse



Mr. Wu Ka Wai
Mother's Angel Care
Service Company Limited



Mr. Yau Sin Kuen
East Asia Professional
Advertising Production Limited

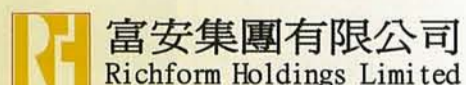


The Best Mentor Award and The Best Mentee Award

This year, HKACE introduces The Best Mentor Award and The Best Mentee Award to encourage SMEs to learn from other successful enterprises. The Mentors of the programme promote and share their experiences on customer service, the Mentees of the programme pro-actively learn from the Mentors. This brings benefits to both Mentors and Mentees in enhancing their service standards.

Best Mentor

Dr. Jimmy Lau
Richform Holdings Limited



Best Mentee

Mr. Regan Cheng
Star Management Limited – Club Fiesta



Funded by:



Trade and Industry Department